Instructor: Donna J. Fickes  
Course Time & Location: TBA  

Students must also attend the Chicago trip.

Office: HMS 106C  
Office Hours: Wednesdays 9-10 a.m. or by appointment.  

Office Phone: 936-468-2130  
Credits: 3 hrs  

Email: fickesdj@sfasu.edu  
Prerequisites: None

I. Course Description:
Exposure to a major Hospitality Administration professional organization, the National Restaurant Association and the tourism industry of Chicago, IL.

II. Intended Learning Outcomes/Goals/Objectives:
The mission of the College of Education is to prepare competent, successful, caring and enthusiastic professionals dedicated to responsible service, leadership, and continued professional and intellectual development. The goals of this course support the goals of the COE by:

- Preparing leaders in the Texas hospitality field.
  - As one of the largest industries in Texas, the hospitality industry needs competent and skilled leaders. Students will develop a personal customer service mission statement.
- Provide a variety of teaching venues incorporating the latest technologies to a range of diverse student interests, backgrounds, and aspirations.
  - Students will have opportunities to experience all aspects of “front of the house” hospitality roles.
- Collaborate with external partners to enhance students’ knowledge, skills, and dispositions, and to influence the ongoing exchange of ideas for mutual benefit.
  - Outside resources will be employed to enhance the curriculum of this course through the use of guest speakers, video and world wide web.
- Engage in outreach services.
  - Students represent the hospitality program to the public by interacting in the Culinary Cafe
- Conduct research to advance knowledge and to contribute to the common good.
  - Students will work on real-life situations to gain hands-on experience in areas of customer service and meal management in hospitality.
The hospitality administration program at Stephen F. Austin is poised to attract students, to enhance university visibility and to prepare students to compete in the 21st century. Specific objectives of the Hospitality Administration major are to:

- Deliver an academic program that attracts non-traditional students as well as traditional students seeking an education at Stephen F. Austin.
- Prepare individuals for entry-level employment in the vast hospitality industry.
- Meet needs of students desiring an academic area that prepares for multiple types of employment, flexible scheduling, and mobility.
- Provide industry with well-prepared, qualified personnel.

Program Learning Outcomes:
1. Resource Development: The Students will demonstrate the use of appropriate technology and sustainability in the hospitality industry.
2. The student will exhibit the professional behavior (strong communication skills, a professional image, a good work ethic and adequate preparation for employment in his/her specific discipline) expected in the field of Human Sciences.
3. The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.
4. The student will demonstrate a positive service attitude.

Students will be able to:
- Understand their place in the national and global economy.
- Identify the value that professional organizations bring to their careers.
- Increase their interest in other cultures, become less ethnocentric as they become aware of cultural difference, become more culturally sensitive and accepting.
- Expand their knowledge gained in the education environment by interacting with the business environment.
- Understand various business structures and processes in the field of human sciences.

III. Course Assignments, Activities Instructional Strategies and use of Technology:
A digital project will detail the learning experience obtained from the National Restaurant Association annual show including their exhibiting experiences and their participation experiences.

IV. Evaluation and Assessment:
Failure to appear for any scheduled event or tour will result in a 10% point reduction. Conduct and appearance during the scheduled tours is expected to be in keeping with your representation of SFASU. Failure to comport yourself in a professional manner will lead to potential failure of the course.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
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<tbody>
<tr>
<td>Pre-Trip Assignments (1 Individual &amp; 1 Group)</td>
<td>50</td>
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<tr>
<td>Pre-Trip Discussion Participation</td>
<td>50</td>
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<tr>
<td>Digital Project (Group)</td>
<td>100</td>
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<tr>
<td>Personal Journal</td>
<td>100</td>
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<tr>
<td>Participation and Program Review</td>
<td>100</td>
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<tr>
<td>(students must attend at least 1 Culinary Demos and 1 Educational Session at the NRA show)</td>
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Letter grade equivalents

A  360 points or more = 90% = A
B  320 – 359 = 80% = B
C  280 – 319 = 70% = =C
D  240 – 279 = 60% = D
F  <244 points = F

V. Course Assignments and Activities:

Tentative Schedule

Monday, May 14  ONLINE: Course overview and expectations, housekeeping and paperwork (3hrs)
Tuesday, May 15  Module 1 (on D2L) -NRA structure, role. Scope of NRA Show/McCormick Place (3hrs)
Wednesday, May 16  Module 2 and 3 (on D2L) - Museums, attractions, day dining, sporting events, entertainment (3hrs)
Thursday, May 17  Preparation Day/ Pre-trip Assignments Due (3 hrs)
Friday, May 18  Travel Day
Saturday, May 19  Attend NRA (8 hrs)
Sunday, May 20  Attend NRA (8 hrs)
Monday, May 21  Chicago Tourism (8 hrs)
Tuesday, May 22  Travel Day
Wednesday, May 23  Travel Day
Thursday, May 24  ONLINE: Review of Chicago Tourism. Personal Journals/ Program Reviews Due (3 hrs)
Friday, May 25  ONLINE: Digital Presentations on Chicago workday (3 hrs)
Monday, May 28  No class for Memorial Day holiday
Tuesday, May 29  Digital Projects Due (3 hrs)
Wednesday, May 30  Critique of Digital Projects

VI. Readings:

Required text:

Lonely Planet Pocket Chicago. ISBN 1786573539

Streetwise Chicago CTA and METRA Map. ISBN 1931257752
LiveText Statement:
This course uses the LiveText data management system to collect critical assessments for students who are Perkins College of Education majors (undergraduate, graduate, and doctoral) or majors in other colleges seeking educator certification through the Perkins College of Education. Students who do not have an existing LiveText account will receive an access code via the SFA email system within the first week of class. You will be required to register your LiveText account, and you will be notified how to do this via email. If you forward your SFA e-mail to another account and do not receive an e-mail concerning LiveText registration, please be sure to check your junk mail folder and your spam filter for these e-mails.

FEM Statement:
In this course you must purchase and activate the LiveText add-on, Field Experience Module (FEM), PRIOR to your first day of field experience/clinical teaching. Failure to purchase and activate the account and/or submit the required assignment(s) within the FEM system may result in course failure. FEM must be purchased from www.livetext.com for a fee of $18.00 for a multiple year subscription.

If you have questions about obtaining or registering your LiveText account, call ext. 1267 or e-mail SFALiveText@sfasu.edu. Once LiveText is activated, if you have technical questions, call ext. 7050 or e-mail livetext@sfasu.edu. Failure to activate the account and/or submit the required assignment(s) within the LiveText system may result in course failure.

VII. Course Evaluations:
Near the conclusion of each semester, students in the College of Education electronically evaluate courses taken within the COE. Evaluation data is used for a variety of important purposes including: 1. Course and program improvement, planning, and accreditation; 2. Instruction evaluation purposes; and 3. Making decisions on faculty tenure, promotion, pay, and retention. As you evaluate this course, please be thoughtful, thorough, and accurate in completing the evaluation. Please know that the COE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!

In the College of Education, the course evaluation process has been simplified and is completed electronically through MySFA. Although the instructor will be able to view the names of students who complete the survey, all ratings and comments are confidential and anonymous, and will not be available to the instructor until after final grades are posted.
VIII. Student Ethics and Other Policy Information:

Class Attendance and Excused Absence: Policy 6.7
Regular, punctual attendance, documented participation, and, if indicated in the syllabus, submission of completed assignments are expected at all classes, laboratories, and other activities for which the student is registered. Based on university policy, failure of students to adhere to these requirements shall influence the course grade, financial assistance, and/or enrollment status. The instructor shall maintain an accurate record of each student’s attendance and participation as well as note this information in required reports and in determining final grades. Students may be excused from attendance for reasons such as health, family emergencies, or student participation in approved university-sponsored events. However, students are responsible for notifying their instructors in advance, when possible, for excusable absences. Whether absences are excused or unexcused, a student is still responsible for all course content and assignments. Students with accepted excuses may be permitted to make up work for up to three weeks of absences during a semester or one week of a summer term, depending on the nature of the missed work. Make-up work must be completed as soon as possible after returning from an absence.

Academic Accommodation for Students with Disabilities: Policy 6.1 and 6.6
To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 936-468-3004 as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

Student Academic Dishonesty: Policy 4.1
Abiding by university policy on academic integrity is a responsibility of all university faculty and students.

Definition of Academic Dishonesty
Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to:
- using or attempting to use unauthorized materials on any class assignment or exam;
- falsifying or inventing of any information, including citations, on an assignment; and/or;
- helping or attempting to help another in an act of cheating or plagiarism.

Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include, but are not limited to:
- submitting an assignment as one's own work when it is at least partly the work of another person;
- submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or,
- incorporating the words or ideas of an author into one's paper or presentation without giving the author credit.
Penalties for Academic Dishonesty
Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university.

Student Appeals
A student who wishes to appeal decisions related to academic dishonesty should follow procedures outlined in Academic Appeals by Students (6.3).

Withheld Grades: Policy 5.5
At the discretion of the instructor of record and with the approval of the academic unit head, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F, except as allowed through policy [i.e., Active Military Service (6.14)]. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average.

Student Code of Conduct: Policy 10.4
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program. Unacceptable or disruptive behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic or other penalties. This policy applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare: Early Alert Program at SFA. Information regarding the iCare program is found at http://www.sfasu.edu/judicial/earlyalert.asp or call the office at 936-468-2703.
Additional Information:

To complete Certification/Licensing Requirements in Texas related to public education and other professional settings, you will be required to:

1. Undergo criminal background checks for field or clinical experiences on public school campuses; the public school campuses are responsible for the criminal background check; YOU are responsible for completing the information form requesting the criminal background check. If you have a history of criminal activity, you may not be allowed to complete field or clinical experiences on public school campuses. At that point, you may want to reconsider your major while at SFASU.

2. Provide one of the following primary ID documents: passport, driver’s license, state or providence ID cards, a national ID card, or military ID card to take the TExES exams (additional information available at www.texes.ets.org/registrationBulletin/ <http://www.texes.ets.org/registrationBulletin/>). YOU must provide legal documentation to be allowed to take these mandated examinations that are related to certification/licensing requirements in Texas. If you do not have legal documentation, you may want to reconsider your major while at SFASU.

3. Successfully complete state mandated a fingerprint background check. If you have a history of criminal activity, you may want to reconsider your major while at SFASU.

For further information concerning this matter, contact Katie Snyder 936-468-1740 or snyderke1@sfasu.edu.
Caveats
Please arrive on time for class and all scheduled tours. The bus/train leaves on time. If you’re not on it, you
have missed the activity and are responsible for your own transportation. You and your roommates will
function as a team. If one of you goes somewhere, you all go somewhere. Chicago, while a relatively safe city,
is not a place to be roaming about alone. Particularly if you are venturing beyond the highly securitized
downtown area. Appropriate dress for the NRA show will be SFA polo shirt and Khaki slacks.
Read assigned chapters before coming to class. Be prepared to participate. Eating, drinking, and use of
tobacco products is prohibited in all classrooms and tours unless these are part of the instructional process.

Class Policies:
Attendance is the responsibility of the student. Regular, punctual attendance is expected and is important for
success in the class. Students missing regularly scheduled class meetings forfeit materials given in
class. Students are expected to be prepared for class by reading the assignment materials (see tentative
schedule). Assignments may require the use of the Internet, computer, and the library. Please turn off all
pagers, beepers, radios, cd-players, etc. It is your responsibility to be prepared for class.
Since learning is reciprocal, your participation in the class is essential to the instructional process. Any student
missing more than one class will have 20 points deducted for each absence over one. Similarly, any student
missing a scheduled tour activity in Chicago will be deducted 50 points for their absence OR significant
tardiness.

In-class activities cannot be made up. Assignments must be turned in at the beginning of class on the due
date or earlier. No assignments will be accepted late or out of class. One of the lessons in this class is
personal responsibility; therefore no late assignments will be accepted.

Any information or requests related to class or grade records should be given to the instructor in writing
(include student name, social security number, and date.)
Statement of Voluntary Consent and Hold Harmless Agreement

IN CONSIDERATION of participation in the National Restaurant Association (NRA) annual show in Chicago, IL conducted through the School of Human Sciences at Stephen F. Austin State University, May 18 through May 22, 2018, for the purpose of studying aspects of the NRA and the Chicago tourism industry: I recognize that in addition to the academic aspects of the trip there will be interaction with locals, not involved in the educational process. I recognize there will be opportunities for additional activities not a part of those scheduled and detailed in the syllabus for the class. The curricular and extra-curricular activities are recognized by me and I voluntarily agree to participate in the curricular activities. Any activities beyond the curricular are my decision to enter into or not.

I, ____________________________, having actual knowledge and conscious appreciation of the particular dangers involved in the activities described herein, including, but not limited to: Domestic transportation by airplane, bus, rail, taxi, rental vehicle, and other public transportation, public accommodations, food and sanitation conditions during travel and while in areas outside of my regular habitation, tours to business facilities, both private and public. Additionally, I recognize that my conduct will be a reflection on Stephen F. Austin State University and I agree to conform to the standards of conduct that may be issued by the faculty member escorting the tour and or any chaperones so identified. Should my conduct, during scheduled or unscheduled activities, be deemed to be detrimental to the program, School, or University, I recognize that I will receive an “F” in the course and may be sent home at my own additional expense. I recognize that missing any flights or ground transportation will necessitate additional expense on my part to join the group and may result in grade deterioration and/or failure of the requirements of the course. I do hereby voluntarily consent to my participation in the aforementioned activity and assume the risks arising therefrom and agree to hold harmless the State of Texas, and Stephen F. Austin State University and any agents or employees of the University, for any injuries to person or property arising therefrom.

I certify that I have health insurance that will provide for my care should I be stricken ill or suffer personal injury any time during the course of this travel. I recognize that involvement with any law enforcement officials in the carrying out of their duties will be grounds for being sent home at my own expense and receiving an “F” in the course. Additionally, I understand that the consumption of alcoholic beverages is not part of any curricular activity. Should I choose to consume alcohol during the course of this travel, I do so voluntarily. I recognize that the consumption of alcohol may alter my personality and actions to the point that I may put my grade and additional participation at risk.

I HEREBY declare and represent that in making, executing, and tendering this Statement of Voluntary Consent and Hold Harmless Agreement, I understand and acknowledge that I am relying wholly upon my own judgment, belief, and knowledge of the circumstances involved in my participation in the described activity, and that I have read this statement, understood its contents, and executed it in my own free will and choice. IN WITNESS WHEROF, I have executed this document this __ day of ______, 2017.

______________________________                  ____________________________
(WITNESS)                                    (PARTICIPANT’S SIGNATURE)